

LIVABLE DELAWARE

Department of Labor

E - GOVERNMENT

The Department of Labor has local offices strategically placed throughout the state in population centers - north Wilmington, Newark, Dover, Milford and Georgetown. Three more Division of Vocational Rehabilitation offices are located in New Castle County - one in New Castle near the airport; another off Kirkwood Highway in Newark; one in Middletown. The department has no intention of adding any more offices where new development is occurring. Instead, it intends to improve access to services through e-government- not only to better serve people in outlying areas (rural as well as more densely populated areas where local offices don't exist) but to minimize the need for anyone to drive to DOL offices for forms, services and meetings.

The following e-government initiatives are in place and being refined or are being developed.

1. **DelawareworksWizard** - an Internet-based geographical workforce intelligence system. (See Attachment A)
2. **On-line Filing of Forms** - Expand the DOL website to provide users with the option to either download or fill out forms on line, such as:
 - unemployment insurance forms to be completed by employers (Attachment B);
 - initial unemployment insurance claims for people filing for benefits (Attachment C);
 - work permits for workers under age 18. (Under consideration.)
3. **Teleconferencing** - DOL will be providing teleconferencing in its three main offices: Fox Valley, Dover and Georgetown before the end of the year. This will substantially reduce the amount of staff time spent on the road and agency funds spent to travel to attend a wide variety of meetings. In addition to allowing staff to remain on site for inter-office meetings, such as manager meetings and training, teleconferencing will be available for DOL committee meetings to enable council/board members living at one end of the state to attend meetings at the other end without having to make a long drive. One significant advantage in this regard is that people with disabilities who sometimes find it difficult to find transportation to meetings when they are held in other counties will be able to stay close to home.

Funds from the U.S. OSHA for the Delaware OSH Consultation Office will be used for this purpose. It will enable our consultation staff to "attend" required national training that takes place annually in Chicago from our offices here at Fox Valley.

4. **DOL Office Site Access to Public Transportation**

The department understands the importance of easy client and staff access to services. When selecting office sites, DOL paid close attention to this factor and included it in the final decision making process. DOL continues to pay attention to office access to public transportation and has worked with DART in the past to add bus routes when new needs became apparent.

Fox Valley/Wilmington: When we were planning the move to our Fox Valley central administrative site, public transportation really cast the swing vote for moving here. The two other finalists were much less accessible. Then Secretary of Labor Darrell Minott and then Chief of Administration Stafford worked with DART to insure there was even more frequent bus access to our central office where the divisions of Unemployment Insurance, Vocational Rehabilitation and Employment & Training had local offices with constituent traffic.

(We do know, however, that lots of people have to access our Fox Valley office by taking more than one bus because they have to go to the "hub" in Wilmington first. An employee who works here and who live almost within walking distance of the office catches a bus on Miller Road to downtown, then gets another bus to travel back out here.)

Pencader: Bus route 55 provides service to Pencader Office Plaza. The bus arrives at the Pencader center at 7:52 am, 10:52am and 1:52pm and has departure times of 5:08pm and 8:08pm. The service works for some staff who commute, but is not good for clients.

Dover: Bus service is hourly with a stop next to the DOL site. DHSS is co-located with our three DOL local offices (UI, DET, DVR) at that site.

Georgetown: Bus service is almost as frequent as in Dover and the bus goes right into the parking lot where DOL is located. DVR, DET and UI are all located in the building.

Polly Drummond Office Plaza: This Division of Vocational Rehabilitation office is right off Kirkwood Highway in Newark. The buses stop at the corner near the office frequently. DVR consumers often have to use DAST for office visits.

New Castle Corporate Commons: The site of another DVR office, it is served by DART and people have only a very short walk from the stop to the office door. DAST may be called for those needing that level of transportation.

Milford: This is becoming a more frequently used location by the Department of Labor. Initially only housing the Division of Industrial Affairs' Labor Law Enforcement and Workers' Compensation staff, now there is someone from the Division of Employment and Training's Office of Apprenticeship and Training and, in December, the Commission for Women. Co-located at this site are staff from other state agencies, thus facilitating "one-stop" services for those who need to work with other agencies.

Attachment A

LIVABLE DELAWARE ACTIVITY OOLMI

Activity/Policy/Program Name: DelawareworksWizard

Contact Person: Lyn Anderson (761-8069)

Enabling Laws: N/A

Policies: N/A

History: This is an interactive, Internet-based geographical workforce intelligence system. It shows the location of 90% of Delaware jobs, and all childcare centers, bus routes/stops, training sites, and colleges and universities. Any individual can create a customized map of from ¼ mile radius to a 10-mile radius, displaying any combination of information points. This includes detailed public transit instructions. Governor Carper released the system in February 2000. DelawareworksWizard was designed for jobseekers, employers and economic development.

Current Situation: We are currently importing new software to facilitate faster production of the maps. And we are exploring the possibility, with the U.S. Department of Labor, of seed funding to enable the display of actual job vacancies, by employer location. This would be the nation's first geo-coded display of real, live job openings. And, by bringing together job seeker with job opening – and all the essential support services, customized to each job seeker, DelawareworksWizard would bring substantial increases to State productivity, Gross State Product, and the overall efficiency of the Delaware labor market.

Revisions/Actions Needed: None

Resources Needed To Create/Revise: Federal funds are being sought. But General Funds will also be requested to support the position responsible for operating DelawareworksWizard.

Process For Creation/Revision: Communication with the Employment and Training Administration, U.S. Department of Labor.

Schedule: Undetermined

Measures To Guide Progress: N/A

Interactions Or Interrelationships with Other Agencies or Units of Government:

This would be a federally-funded demonstration project.

LIVABLE DELAWARE ACTIVITY

Unemployment Insurance

Activity/Policy/Program Name: Expand the DOL website to provide employers with additional downloadable forms, and by adding an on-line filing of employer forms options.

Contact Person: Mike Hojnicky/Karen Pasquale

Enabling Laws: N/A

Policies: N/A

History: The division, in its efforts to expand customer service choices, established a website, which includes downloadable forms for employers use.

Current Situation: Along with the UI Employer Handbook, this website has six forms, reports and/or guidelines that employers can download and complete for submission. Approximately 25,000 employers are currently subject to the tax provisions of the Delaware Unemployment Compensation Code.

Revisions/Actions Needed: We will expand the website to include additional downloadable forms, and by adding an online filing of employer forms options for such forms as the employer registration form, application for rehire credit form, and transfer of experience form.

Resources Needed to Create/Revise: The division will utilize administrative staff resources, as well as the department's information systems manager for the design and development of the additional forms. Based on the outcome of the assessment, we may be hiring an outside contractor for systems development.

Process for Creation/Revision: Administrative staff will identify the additional forms to be incorporated, as well as the online forms to be made available. These forms will be provided for inclusion and appropriate programming modifications will be made. Once complete, UI staff will test

the new application, and if acceptable, provide approval. Once approved, the application will be moved to the production environment and will be maintained by UI staff.

Schedule: A workgroup has been formed to develop a process for online forms generation. The group will work with an applications programmer to develop a systems requirement document, which will describe the functionality requirements needed to accept online processing. The IS manager will obtain/review information from other states that have successfully implemented this process, and provide options to the group. It is expected that the project will be completely operational by Fiscal Year 2004.

Measures to Guide Progress: Reduction in the manual processing and data entry of applications/forms submitted by employers by 10 % over the next two years.

Interactions or Inter-relationships with other Agencies or Units of Government: We will continue to work with the department's IS manager to provide improved service options to employers through the use of technology.

LIVABLE DELAWARE ACTIVITY

Unemployment Insurance

Activity/Policy/Program Name: Provide unemployed individuals with the option to file for unemployment insurance initial claims via the Internet.

Contact Person: Mike Hojnicky/Karen Pasquale

Enabling Laws: N/A

Policies: N/A

History: The Division of Unemployment Insurance required that individuals come into the local offices “in-person” to file for unemployment benefits. In recent years, the division has provided claimants with the option of completing a self-application and mailing it back to the office.

To understand the impact this option would have on claimants, the "universe" of potential users of the downloading and/or on-line form completion option is approximately 30,000 unemployed Delawareans. That's the average number of people who have collected unemployment insurance benefits annually over the past five years.

Current Situation: In order to expand customer service choices, the division is actively seeking other methods in which an individual may file for unemployment benefits. We are in the process of contracting with the Information Technology Support Center (ITSC), a U. S. Department of Labor-sponsored organization, to develop and implement the Delaware UI Internet Claims System (UICS).

Revisions/Actions Needed: N/A

Resources Needed to Create/Revise: UI staff resources will be utilized, along with ITSC, and the project will be 100 percent federally-funded. It is expected that the project will take 12-18 months to complete.

Process for Creation/Revision: A Project Task Order will be developed and approved by the department/division. The project will be completed in four phases: 1) Pilot requirements will be defined; 2) Pilot Design and Deployment, Version 1; 3) Design and Deploy Pilot – Version 2; and 4) Finalize Pilot.

Schedule: As indicated in the division's Fiscal Year 2003 Strategic Budget Plan, this project is expected to be completely implemented and operational by the end of Fiscal Year 2004.

Measures to Guide Progress: The division's Customer Satisfaction Survey results will be used to measure the claimants' satisfaction with our service options.

Interactions or Inter-relationships with other Agencies or Units of Government: None.